



**Robert E. Bush
Naval Hospital**

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

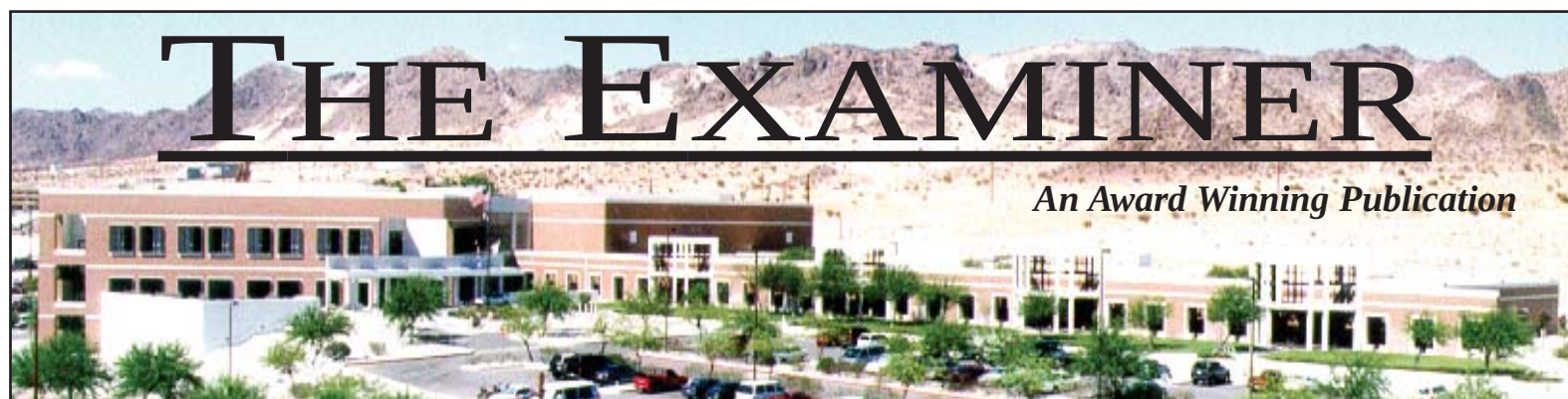
- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcommission.org Fax: 630-792-5636

The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

To report Fraud, Waste and Abuse contact one of the below offices by calling:

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Combat Center: 760-830-7749
NavMedWest: 1-877-479-3832
Medical IG: 1-800-637-6175
DoD IG: 1-800-424-9098

Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTTC
Twentynine Palms, CA 92278-8250



<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

THE EXAMINER

An Award Winning Publication

The Navy Nurse Corps Celebrates Birthday

*By Ensign Devon Cassidy, NC
Multi-Service Ward
Robert E. Bush Naval Hospital*

The Navy Nurse Corps was established by Congress on May 13, 1908. At the time, there were only 20 female nurses. These twenty nurses became known as the "Sacred Twenty." They were the first females to formally serve in the US Navy. At the beginning of World War I, the Nurse Corps grew from 20 to 160 members who not only worked in hospitals and clinics on the home-front but were also deployed to overseas military hospitals and with special combat support operating teams. By November 1918 there were 1,550 active duty Navy Nurses.

In 1920, Navy Nurses received orders for shipboard positions aboard the USS Relief. During World War II, Navy Nurses who served aboard the USS Solace were responsible for treating casualties from the Japanese attack on Pearl Harbor. By 1945, 11,086 nurses were serv-

ing in over 40 Naval Hospitals, 176 Dispensaries and six Hospital Corps Schools. The first Navy Flight nurses served in Iwo Jima and Okinawa during medical evacuation flights in 1945. During the Cold War, Navy Nurses continued to serve aboard the Hospital ships providing care to sailors and marines.

After the Cold War, the Nurse Corps took on a new mission to aid in humanitarian relief and disaster support. With the Gulf War in the 1990's, two hospital ships supported the fleet and fleet hospital facilities ashore. Today, Navy Nurses are deployed all around the world supporting humanitarian relief efforts and combat missions with Fleet Surgical Teams, hospital ships, aircraft carriers and boots on the ground with Marine and Army forces.

In 1944, Navy Nurses were formally recognized as commissioned officers. The Navy Nurses were officially distinguished as a permanent staff corps in 1947. The first male nurse officer was commissioned

in 1964. Today, there are over 4,000 active and reserve Nurse Corps officers serving from Ensign to Rear Admiral. The primary mission of the Nurse Corps today is to provide quality nursing care and promote the

health of uniformed personnel and their family members. Nurse Officers today serve in leadership roles, integrating compassion with discipline and preventative health promotion with wartime readiness.

New Kind of ER May Not be OK'ed

TRICARE beneficiaries may have noticed new kinds of "Emergency Centers" popping up in their area. It may seem like a tempting health care option but, free-standing emergency rooms (ER) that are not affiliated with a hospital may not be TRICARE-authorized.

If a provider, such as a free-standing ER, is not authorized then TRICARE is prohibited from paying it "facility fees." That can leave a beneficiary stuck with a big bill.

Beneficiaries need to "know before you go." Check a free-standing ER's TRICARE status before emergency care is needed.

TRICARE defines an emergency department as an organized, hospital-based facility available 24 hours a day providing emergency services to patients who need immediate medical attention. Emergency departments affiliated with a hospital are most likely TRICARE-authorized providers. Beneficiaries who seek care at a free-standing ER need to ask if the facility is affiliated with a hospital-based emergency department. If it isn't, the beneficiary will need to make a decision about getting care elsewhere or being responsible for the facility charges.

Beneficiaries can check if a provider is TRICARE-authorized by calling their regional contractor. Contact information for regional contractors is available at www.tricare.mil/contactus. All TRICARE network providers are also searchable at www.tricare.mil/findaprovider. Learn more about emergency care under TRICARE at www.tricare.mil/emergency. You may also visit the TRICARE Service Center located in clinic A at the Robert E. Bush Naval Hospital.

Patients seen in March -- 13,153

Appointment No Shows in March -- 765

In March we had a 5.5 percent no show rate. We need to keep trending downward by keeping the appointments we make, or by canceling in enough time for someone else to use the slot...

To help patients obtain appointments, the Naval Hospital now shows the number of open appointment slots each day on the hospital Facebook site, check it out.

To make an appointment call -- 760-830-2752

To cancel an appointment call -- 760-830-2369

Patient Satisfaction Survey Leads to Better Patient Care

The Bureau of Medicine and Surgery (BUMED) Patient Satisfaction Survey is now available in the hospital via computer terminal.

There are three Survey Stations for your convenience. One is located on the 3rd deck near the stairs and elevator. Another Survey Station is available in Family Practice area and the third Survey Station is located in the TRICARE lobby.

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Bees Bees Everywhere... What to do if stung!

*By Martha Hunt, MA CAMF
Health Promotions Coordinator
Robert E. Bush Naval Hospital*

Summer is starting soon and there are plenty of stinging insects buzzing around Morongo Basin. Most bees and insects will not attack when left alone. However, if provoked, a bee will sting in defense of its nest or itself. Bees, wasps, hornets, yellow jackets and fire ants typically cause the most allergic reactions.

Mosquitoes, ticks, biting flies and some spiders can also cause

reactions, but these are generally milder.

To reducing the risk of being stung by bees: wear light-colored, smooth-finished clothing, avoid perfumed soaps, shampoos, and deodorants, don't wear cologne or perfume and avoid bananas and banana-scented toiletries. Also, wear clean clothing and bathe daily since the smell of sweat angers bees and can cause them to swarm around you.

Cover the body as much as possible with clothing to reduce the amount of skin open to the

bees. Avoid flowering plants as the bees may be feeding off them and not appreciate you being near the flowers. If a single stinging insect is flying around, remain still or lie face down on the ground. The face is the most likely place for a bee or wasp to sting. Swinging or swatting at an insect may cause it to sting.

If attacked by several stinging insects at the same time, run to get away from them. Go indoors to get away from bees that are threatening you. If outdoors, a shaded area is better than an open area to get away from the insects. If a bee gets inside your vehicle, stop the car slowly and open all the windows.

What to do if a person is stung?

For mild reactions, move the victim to a safe area to avoid more stings. Try to remove the

stinger by scraping or brushing it off with a firm edge, such as a credit card. Never squeeze the stinger or use tweezers as it will cause more venom to go into the skin and injure the muscle. Wash the site with soap and water and then swab the site with disinfectant.

To reduce pain and swelling, apply ice or a cold pack and then apply 0.5 or 1 percent hydrocortisone cream, calamine lotion or a baking soda paste to the bite or sting several times a day until the symptoms subside. Have someone stay with the victim to be sure that they do not have an allergic reaction. Do not scratch the sting. This will cause the site to swell and itch more, and increase the chance of infection.

Severe reactions may progress rapidly. Dial 911 or call for emergency medical assistance if the victim experiences any of

the following signs or symptoms: difficulty breathing or wheezing, swelling of the lips, throat, face or neck, faintness or dizziness, confusion, rapid heartbeat, hives, nausea, cramps or vomiting and finally a drop in blood pressure

While waiting for emergency transportation, have the person lie down. If unconscious and breathing, lay the person on their side to allow drainage from the mouth. If there is no breathing, movement or response to touch, begin cardiopulmonary resuscitation (CPR) immediately! Check to see if the person is carrying an allergy kit containing epinephrine and follow instructions on the kit. People with known allergies to insect stings should always carry an insect sting allergy kit and wear a medical ID bracelet or necklace stating their allergy.

Hospital Gets New Technology

We apologize for the construction, but...

Starting in the middle of last month installation of a new Computed Tomography (CT Scanner) began in the Radiology Department. This process at the Naval Hospital will continue until late May.

During this time period a temporary mobile CT Scanner will be provided in a trailer outside the Emergency Medicine Department entrance. This required blocking 6 parking spaces in the old ambulance parking area.

The Radiology Department is acquiring this updated GE Healthcare (Optima CT660) 64 slice CT scanner, replacing the current 16 slice CT scanner, to help provide better radiology service to beneficiaries.

CT scans otherwise known as CAT Scans have been performed successfully over the last 30 years. They allow the ability of a Radiologist look inside the body without an invasive procedure/surgery.

Typical reasons for acquiring a CT scan include illness of unknown origin, trauma, malignancy or other instances in which a medical problem is suspected that cannot be easily detected with a physical exam. A CT scan obtains multiple 2-D images of the body area of concern. The images are then evaluated in multiple planes (front to back, side to side, top to bottom and sometimes in 3-D) to rule out or diagnose a medical issue.

The goal is to provide the best medical care to patients. With the new Optima CT660, the scanning time will be reduced while maintaining superior resolution quality. In short, faster scan times, lower radiation dose, and improved picture quality. The leaders of the hospital are excited to bring this upgraded imaging to patients and providers here at Naval Hospital Twentynine Palms.

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Coming Soon to a Clinic Near You...

In an effort to create better patient care, and provide more space for providers, the Behavioral Health Clinic will be moving into new temporary "Relocatable" near the Dental Clinic.

The move is planned for the first week in June.

As more information is available later this month look for updates in the Combat Center's "Observation Post" and on "Speedcall."

What is the real cost of that pack of cigarettes or can of dip?

By **Martha Hunt, MA CAMF**
Health Promotions Coordinator
Robert E. Bush Naval Hospital

Over-indebtedness is an increasing problem in today's world causing individual hardship and family problems such as divorce.

In these economic hard times, we all have to look at our behavior and how it affects the level of debt we live in. One of the leading drains on your personal budget is tobacco if you are a tobacco user.

The Department of Defense has long known that tobacco use -- especially in its junior ranks - is a major financial burden. Those junior ranks are also the biggest users of tobacco in the military.

Tobacco use affects every level of the DoD from the junior enlisted who cannot buy diapers or pay rent to being the second leading drain on the DoD health care system through early medical discharge, decreased readiness, increased injury rates, chronic disease, etc.

The DoD has shown that among junior enlisted especially, tobacco households are twice as likely to experience extreme financial hardship as households where no one uses tobacco.

What does tobacco cost you if you are a civilian or getting out of the military? That pack of cigarettes or can of dip will cost you \$42 per pack or can. The cost of tobacco in the civilian world is seen in the cost of the tobacco itself plus the cost of your health, life, car and home insurance. It is seen in the resale

value of your car and home. It is seen in everything from your dental bills, dry cleaning bills to your furniture and cleaning bills.

Why do you use tobacco? You are stressed or bored. What is one of your major stressors? Money!

If you are spending too much of your take home pay on things that do not give you any return (tobacco, alcohol, junk food, energy drinks, etc) then you don't have enough money to pay your bills and meet your needs to survive. And if you don't have good coping skills to stress, you smoke more and more in order to "cope" with stress when in fact your tobacco is actually adding to the stress both physically and financially. The more you feel overwhelmed by your money problems, the more tobacco you will use because you think it is helping when in fact it is making you go further into debt.

Now in addition to the money you spend on tobacco, roll in the amount you spend every day on

energy drinks, alcohol, junk food and how much are you spending?

A pack of cigarettes or can of dip, one energy drink and maybe a bag of chips or food off the food trucks can easily be over \$10 per day.

Now multiply that by 365 days and you have spent nearly four grand a year out of your take home pay on absolutely nothing.

How many car payments can you make with that money?

How many rent or mortgage payments can you make with that money? How many diapers, how much food, etc can you pay for with that money?

If you are interested in quitting tobacco contact Health Promotion and Wellness at (760) 830-2814 for more information.

You do not need to take a four week long class and all counseling is done one on one. We will also discuss better ways of dealing with stress so that you don't feel the need to use tobacco as a coping skill for stress.

TRICARE West Region Transitions

FALLS CHURCH, Va. -- TRICARE beneficiaries in the West Region will get their TRICARE coverage from a new contractor, UnitedHealthcare Military & Veterans, started April 1.

Region beneficiaries should have been notified by mail of the change.

UnitedHealthcare sent Welcome Packets to beneficiaries in February and March with information about their enhanced services, any actions they need to take and contact information should they have any questions. These packets were also sent to TRICARE For Life (TFL) beneficiaries in the West Region to notify them of the change.

However, TFL beneficiaries need to take no action related to the transition. Wisconsin Physician Services (WPS) remains the TFL contractor, providing

service to TFL beneficiaries across all TRICARE regions.

West Region beneficiaries with questions about their health care can contact UnitedHealthcare at 1-877-988-WEST or visit the UnitedHealthcare website at www.uhcmilitarywest.com.

The TRICARE Regional Office-West is working closely with UnitedHealthcare to ensure the continued delivery of quality health care and customer satisfaction during the transition. Both are committed to supporting military families and look forward to providing the information and assistance to help beneficiaries maximize their TRICARE health care benefits.

For the most up-to-date information on the transition, visit www.tricare.mil/westtransition.

Finding Your Hidden Talent

CS2 Joshua Thomas has always known he was destined to become an artist. Thomas, a California native, began drawing at six years old and has never looked back.

In 1996 Thomas used his talents to join the United States Army Reserves as a lithographer. As a lithographer Thomas was responsible for creating and maintaining geographical maps for his unit. During his downtime Thomas would draw cartoon sketches and practice the art of painting.

After ten years of Army service Thomas decided to transfer to the Navy to become a Culinary Specialist (CS). As a CS attached to Naval Hospital Twentynine Palms, Thomas began to further develop his artistic talent. Thomas dedicated himself to his new passion;

spending every free moment at a local art supply store in Twentynine Palms. After several years of hard work and dedication CS2 Thomas has finally accomplished his goal of

becoming an artist.

As of March 2012 he has sold five paintings and his work is on display at Whitaker's Art Supply.



Super Stars...



HM3 John Aleer, Laboratory, receives his second Good Conduct Award.



HM2 Patrick Malone, Optometry Dept., receives a Gold Star in lieu of his third Navy and Marine Corps Achievement Medal.



The Indian Wells Valley Council of the Navy League honored eight Sailors/Marines at its 42nd annual Bluejacket Awards Dinner. Among the nominees were two Sailors from the Branch Health Clinic China Lake, HN Curtis Cameron, left, and HM2(NAC/AW) Matt Hawkins, right. Both of these Sailors were respectively selected as the Naval Hospital Twentynine Palms Blue Jacket of the Year and Junior Sailor of the Year for 2012.



“Bluejacket nominees, we are all proud to serve with each and every one of you,” said Mark Storch, league president for 2012 and emcee of the event. “You are the best of the best and your futures are bright. I congratulate you all on your extraordinary achievements.” Although not selected as the Navy League Blue Jacket honors, Cameron and Hawkins each received \$1,000 from the league for their accomplishments. League selectees received an additional \$500.



HMC Willie Crawford, Adult Medical Care Clinic, takes the oath of reenlistment.



At the Chief Petty Officer Birthday celebration, HMC Casey Wheeler, left, and Force Master Chief Lou Green, (retired), right, cut the Chief Petty Officer birthday cake.

HM3 Tyrone Walker, Jr., Utilization Management, receives his first Good Conduct Award.



HM3 Arturo Hernandez, Patient Administration, receives a Navy and Marine Corps Achievement Medal from U.S. Naval Hospital Rota, Spain, his former command.



HN Maximo Norfleet, General Duty Corpsman in the Pediatrics Clinic, receives a Navy and Marine Corps Achievement Medal.



HMC Ralph Zastro, Branch Health Clinic Bridgeport, with his wife Crystina are piped ashore at his recent retirement ceremony. (U.S. Navy Photo by HM3 Albert Escobedo)

Salk Vaccine Ended Polio Threat; TRICARE Retail Pharmacy Vaccine Program Makes Immunizations Easy

April 12 marked 57 years since Dr. Jonas Salk introduced the vaccine to protect against polio. Polio had a devastating effect on children and adults during the late 1940's and 1950's, and thousands of people contracted the disease each year until 1955 when the Salk vaccine was introduced. After the Salk vaccine became available, cases of polio were drastically reduced, from more than 35,000 in 1953 to fewer than 100 per year in 1965.

According to the Centers for Disease Control and Prevention (CDC), preventing a disease is always better than treating it. Vaccines protect against diseases that can be debilitating or deadly. Some of these diseases, such as polio, have been nearly eradicated thanks to worldwide vaccination efforts.

"When I was young, parents were very fearful of their children coming down with this terrible disease," said Admiral Thomas McGinnis, chief of the TRICARE Pharmacy Branch. "There were thousands of children who contacted polio each year and needed crutches, leg braces or a wheel chair to get around, and many died from the disease. Today there are many childhood and adult diseases that can be easily prevented with a simple, readily available vaccination."

Children and adults still get diseases that are preventable with vaccines. According to the CDC there have been recent resurgence of measles and pertussis, also known as whooping cough, in the U.S.

...Children and adults still get diseases that are preventable with vaccines...

Some of these resulted in the patients' death. TRICARE beneficiaries are covered for age-appropriate, CDC-recommended vaccines. TRICARE's expanded retail pharmacy vaccine program lets beneficiaries to get covered vaccines (www.tricare.mil/vaccines) at participating network pharmacies at no cost. Beneficiaries can find a participating network pharmacy online at www.express-scripts.com/TRICARE/pharmacy or by calling 1-877-363-1303. Beneficiaries can also get vaccines from any TRICARE-authorized provider, but co-payments or cost shares apply for office visits.

"Getting vaccinated is an easy way to protect against disease," McGinnis said. "In the past three years that TRICARE has covered vaccines in its retail network pharmacies more than 1.3 million doses have been given free of charge to beneficiaries. We hope beneficiaries continue to realize the importance of getting vaccinated and keep getting their recommended immunizations."

For more information on TRICARE's coverage of vaccines go to www.tricare.mil/immunizations.

Red Cross Volunteers Honored...



At a special dinner, Red Cross Volunteers here were honored. Lt. Gillian Claveria-Ooms, 4th from left, the hospital's Red Cross Coordinator received separate honors at the dinner.

What Does Your Plate Look Like?

*By Charlotte Caldwell
TRICARE Management Activity*

What good is eating a well-balanced meal? There are many reasons good nutrition matters. Eating a well-balanced diet is a key element in the prevention or treatment of serious health conditions like diabetes, heart disease and obesity. Healthy eating helps bodies perform better and boosts the immune system. Feeling fatigued? Sometimes its diet related. Good nutrition gives the body energy.

"Good nutrition is essential for supporting overall physical and mental health," said Dr. Andrew Plummer, TRICARE Population Health branch chief. "Everyone can benefit from good nutrition, especially our deployed active duty service and

their family members who support them while maintaining busy lives at home."

With so much information about dieting and healthy eating available, learning about good nutrition can certainly be overwhelming. Where is a good place to start?

"First, being aware of what a nutritious diet consists of is very important," said Plummer. "The dietary guidelines here in the United States recommend a diet rich in fruits and vegetables, whole grains, and fat-free and low-fat dairy products for people aged 2 years and older. The guidelines also recommend that children, adolescents and adults limit intake of solid fats (major sources of saturated fats)."

My Plate, designed by the United States

Continued on page 7

What Does Your Plate Look Like...

Continued from page 6

Department of Agriculture (USDA), illustrates the dietary guidelines in a way that's easy for consumers to understand. ChooseMyPlate.gov has tips for building a healthy plate, cutting back on unhealthy foods, getting the right amount of calories and more. The My Plate icon reminds consumers what a healthy plate should look like at meal time when each healthy food group is included.

"What you eat at every meal should start with carefully reading food and beverage labels. So remember to read before you buy and certainly before you bite," said Plummer. "Once you're aware of what you should be eating then the key is to plan your meals so that you can achieve your nutritional goals. Packing nutritious snacks for example, will satisfy hunger

between meals and make it less likely you'll become so hungry that you consume more food at your next meal than you intended."

My Plate teaches consumers how to read nutrition labels on packaged food, how to eat healthy on a budget, how to prepare nutritious recipes and design meal plans. Go to www.ChooseMyPlate.gov for more of these helpful tips and healthy eating information.

TRICARE supports good nutrition and healthy lifestyles through Operation Live Well (OLW). The OLW campaign aims to improve healthy living throughout the military community by promoting healthy eating, active living and weight management, tobacco cessation and mental and spiritual wellbeing. The OLW website provides

information and resources to encourage healthy living choices. There are apps and widgets for meal planning, stress management, quitting smoking and more. For more information go to

www.militaryonesource.mil/olw.

"Good nutrition starts with making healthy choices. Knowing how to make healthy choices is the first step," Plummer said. "Following dietary guidelines and the My Plate tips and advice helps service members and their families enjoy a healthy lifestyle."

For more tips and advice for eating healthy go to www.ChooseMyPlate.gov. For more healthy living tips and information go to www.tricare.mil/livewell.

Satisfaction Survey...

Continued from page 1

If you take the time to participate in these Surveys, then you provide input into future decisions Navy leadership will make in determining the services you will receive at your Navy Hospital.

The purpose of this survey is to provide an evaluation of the health care you receive. This information will provide tools for leadership to make

informed decisions about the type of care that will be made available to you; it will provide insight for targeting quality improvements; it will also allow for external comparisons of other health care services in the region; and it will promote medical care that is consistent with clinical guidelines.

You are also invited to drop a line to the Customer Relations Officer at NHTPCustomerrelations@med.navy.mil to let the hospital know your opinion so they can better serve you.

Reminder--The Bureau of Medicine and Surgery (BUMED) Patient Satisfaction Survey is now available in the hospital via computer terminal.

You have the Power?

Did you know that you have the power to influence how you are cared for at the Robert E. Bush Naval Hospital?

If you have recently received health care at the hospital you may receive a patient satisfaction survey form from the Navy's Bureau of Medicine and Surgery regarding your visit.

Your opinion about the service you received is very important to the staff here at the hospital and to our leadership in Washington, D.C. Please take a few minutes to complete and return the survey, noting our strengths and probably more importantly recommendations for areas to we need to improve. This data is very important to the leaders of the hospital.

If you have any questions or concerns whenever you receive care here, you are always welcome to speak to the command's Customer Relations Representative, HMC Tamara Marks. She can be reached at 760-830-2475. You can also leave a comment with the Marine Corps Air Ground Combat Center's ICE system and your questions or concerns will be promptly answered.

Your opinion counts with us and for you.

Sailor Career Toolbox

The tools you need to get there.

<http://www.npc.navy.mil/CareerInfo/CareerToolbox/>



Super Stars...

Continued from page 5

Future Naval Academy Cadet...



Naval Hospital Twentynine Palms would like to congratulate Hospital Corpsman Anh Nguyen, Adult Medical Care Clinic (AMCC), for his selection to attend the Naval Academy Preparatory School (NAPS) at Newport, Rhode Island.

Upon completion of the Preparatory School, Nguyen, from Downey, Calif., will join the Naval Academy class of 2018. As a Naval Academy student Nguyen plans to major in

Weapons and Systems Engineering and minor in foreign language.

For Nguyen becoming a Naval Officer will be a dream come true, he comes from a long lineage of military officers as his grandfather served as a Colonel in the Army of the Republic of Vietnam (ARVN). However, success for Nguyen has not come easy. Eight years ago Nguyen and his family emigrated from Vietnam to the United States. Upon arrival to this country Nguyen only knew six words of English and couldn't



Captain Jay Sourbeer, left, Commanding Officer, Naval Hospital Twentynine Palms, and Command Master Chief Rodney Ruth, right, accept the certificate recognizing the staff of the Naval Hospital for their contribution toward the Marine Corps Air Ground Combat Center being awarded the Commander in Chief Installation Excellence Award.

read or write in English. Within two years of arriving in his adopted country Nguyen was reading and writing at a higher level than most of his high school peers.

Nguyen has been in the Navy approximately two years and has been a member of the command for one year. Currently he is a staff corpsman at the Adult Medical Care Clinic. Nguyen will depart the hospital in July to pursue his dream of becoming a Naval Officer.

DON'T BE A NO-SHOW.

DIDN'T YOU HAVE A DOCTOR'S APPOINTMENT TODAY?

I SKIPPED IT... I WAS BUSY.

YOU WHAT?! YOU TOTALLY WASTED AN OPPORTUNITY FOR MY NEIGHBOR!

CALL 760-830-2752

I'M SORRY. ALL OF OUR APPOINTMENTS HAVE BEEN FILLED TODAY. OUR FIRST AVAILABLE APPOINTMENT IS NEXT WEEK TUESDAY.

PLAN AHEAD